



Code: 3032
Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Human Relations

CLASS TITLE: REGIONAL DIRECTOR - AGING

CHARACTERISTICS OF THE CLASS

Under direction, manages the operations of a senior citizens center in an assigned region, and performs related duties as required

ESSENTIAL DUTIES

- Assesses the needs of seniors and develops programs and services to address those needs
- Directs the implementation of programs and the delivery of services at an assigned center including nutrition, life enrichment, and information and referral assistance
- Supervises and directs staff assigned to the center by assigning work, setting performance standards, and evaluating performance
- Coordinates and supervises staff training and development
- Coordinates the planning of special events and activities for seniors
- Develops and administers the center's operating budget, approving expenditures for services, programs, special events, equipment, and supplies
- Oversees the maintenance and safety of the center
- Oversees programs to recruit volunteers to assist seniors at the center
- Performs community outreach by attending meetings with senior citizen groups, retirement clubs, and church groups to promote the services and programs of the center
- Implements quality assessment reviews of the center's programs and services and implements changes, as required
- Networks and provides information and assistance to public and private organizations that provide services to senior citizens
- Prepares management reports on the center's programs and services

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Master's degree or higher in Gerontology, Psychology, Public Health, or a directly related field, plus two years of experience in the planning, implementation, and administration of social service programs; **OR** a Bachelor's degree in the above listed fields plus three years of experience in the planning, implementation, and administration of social service programs

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment
- Medical facilities environment (e.g., senior citizens center)

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- *social services programs and resources
- case management methods and procedures
- *specialty program planning, development, coordination, and evaluation
- *particular needs, issues, and concerns of the elderly
- *social, developmental, cultural, economic, and legislative issues and trends impacting senior citizens

Some knowledge of:

- management and supervisory methods and procedures
- *principles of human behavior and socialization
- budget preparation and management methods and procedures

Knowledge of applicable City and department policies, procedures, rules and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- TIME MANAGEMENT - Manage one's own time and the time of others
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something

- *SERVICE ORIENTATION - Actively look for ways to help people
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- DEMONSTRATE ORIGINALITY - Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
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